

The image features a central logo for 'Pass DOOR SYSTEMS .COM' inside a red shield, surrounded by a network of red and white circles. Five icons are connected to this central hub: a hand holding a wrench, a padlock, a cloud with rain, a pair of keys, and a door handle. The background is a photograph of a white door with a silver handle and a keychain.

**Pass**  
DOOR SYSTEMS  
.COM

The **BIG**

**TRUTHFUL**

Small Print

What can I expect from my new door today, tomorrow and into the future?



## What is the BIG TRUTHFUL small print?...

This guide has been put together to shine a light on all the key areas you'll find useful to know and the things you must know about your door.

When you buy a product, there's often things buried in the small print that you only find out about once you've made the purchase - the kind of things that may be glossed over by a salesperson... The result is disappointment when something is not as you expected. **We want to be clear and upfront about what you can and cannot expect from your door - nothing buried in small print, just straightforward BIG print with nothing to hide!**












We've also included information on how to look after and how to get the best performance from your door. We're honest and open about our doors and we want you to be confident you're making the right purchase from our best-in-class.

## Pass Door Systems



# CONTENTS

SS  
TEMS

	1. What a door is... and what it is not...	Page 4
	2. Will my door be fully sealed?	Page 5
	3. What insulation will my door provide?	Page 6
	4. How secure will my door be?	Page 6
	5. What do I need to know about door colours?	Page 7
	6. Extreme weather events	Page 7
	7. How can I maximise the life of my door? 1. Cleaning    2. General maintenance	Page 8
	8. Will a coastal location affect my door?	Page 9
	9. What is my doors' warranty and what must I do to meet the conditions of the doors' warranty?	Page 10
	10. When my door is not new anymore...	Page 12
	11. What to do if I need advice?	Page 12



# 1. WHAT A DOOR IS... AND WHAT IT IS NOT...

Pedestrian doors must be compliant to the standard for pedestrian doorsets BSEN14351-1

**Lots of letters and numbers, but what's the meaning of the standard?** BS EN 14351-1 is the first part of the multi-series standard that identifies independent performance characteristics, (except resistance to fire and smoke), that are applicable to external pedestrian doorsets. The performance characteristics are shown in the Declaration of Performance (DOP) that is provided for each type of door.

If a door does not have a value for a particular performance characteristic, it has not been tested against that characteristic, and Pass Door Systems makes no formal claims about its capability. However, as you would expect, we make our doors to be fit for purpose for the applications described in our sales literature and website. As we make no formal claim about some characteristics, it's important you understand what you can reasonably expect from your door.

Thermal resistance is one such characteristic that we do provide performance details for on the DOP. For pedestrian doors into a dwelling or public building, which also includes doors from the garage into the living space, Building Regulations require a U value (that's how insulated a door is – the lower value the higher insulation or thermal resistance) of 1.6 W/m<sup>2</sup>K in Northern Ireland, England, and Wales and 1.4 W/m<sup>2</sup>K in Ireland and Scotland. The regulations do not apply to doors into garages, outbuildings or other, typically unheated spaces.

Their measured characteristics are stated in the Declaration of Performance and the DOP. **All our doors are independently tested to meet safety requirements.**

**Are Pass Door Systems' doors suitable for what I need?** It may be the case that a Pass Door Systems Door is not suitable for either the opening you have, the application you want, or both – talk to Pass Door Systems and we'll give you an honest appraisal of your options.



**Please remember:** Pass Door Systems operates a policy of continuous product development and reserves the right to alter specifications to product design features, product functionality, other product specifications and product manufacture without notification. All specifications are correct at time of publication, errors and omissions excepted.





## 2. WILL MY DOOR BE FULLY SEALED?

**Our doors are not airlocks or submarine doors, but will perform well!**

Air movement, rainwater ingress and light leakage are the three topics we get asked about the most when it comes to weather proofing. Pass Door Systems' doors are designed to minimise these factors.

Aside from the door there are also steps you can take to make sure the opening into which the door is to be fitted will assist the effectiveness of weatherproofing. The most common misconception is if the threshold that a door closes onto is cracked, uneven and sloping across the width, it will be cured by a new door! A new door won't fix a broken floor!

When your door is closed, the inside of a windowless room will not be in complete darkness. The way the door operates, means there will be some light leakage and, consequently, air will also find a way through the same small gaps. It won't be like standing in front of a cheese grater, but on windy days they will be some small air movements!

### Tolerances of doors and openings!

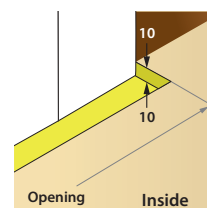
Our doors are made to a tolerance + or - 2mm. Building opening have a typical tolerance of + or - 7mm. At the extreme of these tolerances, it can equate to a 9mm difference between the door size and the opening. Fitting a door into an opening requires care – excessive gaps, distortion of frames, misalignment of locking points are all potential outcomes that will affect the doors' performance.



### The right threshold and floor rebate is so important!

To minimise the likelihood of water ingress, the opening plays a big part, particularly the threshold onto which the door closes and the floor in front of the door. To help assist water draining away effectively from your door and prevent water ingress, **you must have a rebate** (minimum 5mm, maximum 10mm) high behind the door threshold or where your doors' seal meets a level floor. If your floor is not rebated and not sloping down from the inner

face of your door outwards, you will be susceptible to water ingress, as water will not be able to drain away effectively. Even level floors are susceptible to ingress due to water pooling.



With a correctly fitted door in a well-prepared opening with a correctly positioned floor rebate (this is an essential requirement), water ingress should be minimal, but not fully eliminated. Where seals meet, particularly in corners, all have the potential to allow water ingress. A dry porous floor also has the capability to draw moisture in from the outside.

Extreme weather can exacerbate ingress – driving rain and high winds can force water between seals, as can the use of a pressure washer, which should never be used to clean a door.

**DuraPass Insulated and Uninsulated Side Hinged Doors** have Q-Lon seals that run inside the frame sides and head, they also run down the lipped edge of the active leaf. Uninsulated doors have a rebated threshold with a Q-lon seal against which the door leaves close. Insulated doors have an Exitex ramped seal that closes against the bottom of the door leaf. If the threshold of the door does not meet an even, level surface, you will experience gaps at points across the span of your opening when the door is closed. Light, air movements, and water will find their way in if this is the case!

Inward opening doors provide an effective weather barrier in normal conditions. They are not, however, recommended in areas exposed to extreme weather conditions. High winds and rain may compromise the performance of this door type. In these situations, open-out doors are recommended, which incorporate a rebate behind the door leaf. Personnel doors are available as open-out or open-in, double doors are available open-out only.



### 3. WHAT INSULATION WILL MY DOOR PROVIDE?

#### Saving energy

Building regulations require an external door to be insulated, unless the space is separate from a dwelling, such as a garage or employed on outbuilding, typically unheated. Thermal performance is important in keeping energy consumption down. The level of insulation is shown as a U value. The lower the number, the better the insulation. Typical U values for different parts of a building are:

- Solid brick wall: 2 W/(m<sup>2</sup>K)
- Cavity wall with no insulation: 1.5 W/(m<sup>2</sup>K)
- Insulated wall: 0.18 W/(m<sup>2</sup>K)
- Single glazing: 4.8 to 5.8 W/(m<sup>2</sup>K)
- Double glazing: 1.2 to 3.7 W/(m<sup>2</sup>K) depending on type
- Triple glazing below: 1 W/(m<sup>2</sup>K)
- Solid timber door: 3 W/(m<sup>2</sup>K)

**DuraPass 44mm Insulated Side Hinged Unglazed Personnel Single & Double Doors** U value of 1.9 W/m<sup>2</sup>K as a complete door of typical size.

**DuraPass 44mm Insulated Side Hinged Glazed Personnel Single & Double Doors** U value of 2.8 W/m<sup>2</sup>K as a complete door of typical size.

**DuraPass 44mm Uninsulated Side Hinged Single & Double Doors** U value of 6.0 W/m<sup>2</sup>K as a complete door of typical size.

**DuraPass Therma+ 54 Insulated Unglazed Side Hinged Personnel Doors** U value of 1.4 W/m<sup>2</sup>K as a complete door of typical size.

**DuraPass Therma+ 54 Insulated Glazed Side Hinged Personnel Doors** U value of 1.6 W/m<sup>2</sup>K as a complete door of typical size.

**DuraPass Therma+ 74 Insulated Unglazed Side Hinged Personnel Doors** U value of 1.3 W/m<sup>2</sup>K as a complete door of typical size.

**DuraPass Therma+ 74 Insulated Glazed Side Hinged Personnel Doors** U value of 1.4 W/m<sup>2</sup>K as a complete door of typical size.



### 4. HOW SECURE WILL MY DOOR BE?

#### Designed with security as a primary capability...

Security is always an important element when choosing a door. At Pass Door Systems, we've been making Steel Doors for many years and consider security in every aspect. Security comes from using strong materials and construction to ensure a would-be intruder is met with a physical barrier to entry.

DuraPass double doors have 10-point locking that consists of 4-point ERA locking that includes a deadbolt and 2 hook locks to help prevent the leaves from being prised apart, 2 shoot bolts and 4 security pinned hinges that extend through the frame.

DuraPass single doors have 8 point locking – 4-point Era locking and 4 security pinned hinges.



## 5. WHAT DO I NEED TO KNOW ABOUT DOOR COLOURS?

### RAL references...

RAL references for colours are provided as a guide only to the nearest similar RAL colour and will not be a precise match. Similarly, there will be variations in shade and lustre between different surfaces of the door as colour application methods and materials may differ for each component of the door. Special RAL, BS, wood effects or other colours will not be a precise match. If you wish to match to other finishes, please request a sample – do not rely on quoted RAL references, screen images or printed colours.

### Fading...

UV light is a powerful agent and over time, in conjunction with general weathering, fading will occur to the colour of a door. This will be accelerated for doors exposed to full sun for most of the day. Fading should be limited and even, but, over the years, it will occur.

### Dark colours...

Dark colours with a south facing aspect should not be chosen – if you are unsure, ask about suitable colour shades. If a door does distort, allow the door to cool and it may return to shape, but prolonged high temperatures are outside the design parameters of doors and some deflection may remain.



## 6. EXTREME WEATHER EVENTS – WIND AND HEAT

An unfortunately increasing part of normal life is the occurrence of extreme weather events. Their impact on property can be significant and your door is not immune. Extreme events, with gusting peak windspeeds, can impart high forces onto a door that exceed wind loading capacity and result in door failure. Ask for advice when choosing a door that is in an exposed location.

Equally, extremely high temperatures can cause rapid expansion that may lead to distortion and the jamming/binding of doors. Dark colours with a south facing aspect should not be chosen. If a door does distort, allow the door to cool and it may return to shape, but prolonged high temperatures are outside the design parameters of doors and some deflection may remain.



## 5. HOW CAN I MAXIMISE THE LIFE OF MY DOOR?

### Regular cleaning and maintenance are the key...

What does regular mean? Yes, we do state an interval for cleaning and maintenance that we define in the conditions of our warranty but in reality, if something needs attention, it's sensible to attend to it as soon as possible. Doors that need a clean before the "recommended period" will suffer if left dirty. This mindset is essential in coastal areas – see the section "Will a coastal location affect my door?". A door that is not running well will not improve, may get worse or become permanently damaged if left until the recommended service interval. So, whilst the following section covers when and how, don't ignore an issue!

### Door don'ts...

- ✗ Don't** jet wash your door, it will cause damage to any and every part of the door it touches.
- ✗ Don't** allow caustic, abrasive or corrosive chemicals and substances, flood water, water runoff, or runoff from lead, copper or galvanic metal flashing to come into contact with the door.
- ✗ Don't** allow ash, cement, dust, animal waste, or foreign substances to remain on the door – clean them off immediately.

**If you don't** maintain and clean your door as described, you will invalidate the doors' warranty.

### What is causing discolouration spots on my door?

Airborne particles that land on the door can contain elements that can rust and oxidise. If they do this on the surface of the door, they will cause discolouration

to the finish that often cannot be removed. Any work carried out near a door can leave debris on the door and cause a similar issue. This is not a problem with the finish and will not be covered under the doors' warranty. Regular cleaning will minimise the likelihood of such damage.

### What to use...

- ✓ Clean microfibre cloths or lint free cloths.
- ✓ Clean warm water.
- ✓ Car shampoo or similar quality product.
- ✓ Lock cylinders should only be cleaned with care product for locks, not oil based agents. Lubricate only with specialist lock lubricant, typically graphite based.
- ✓ Polymer window units can be cleaned with car shampoo or mild plastic cleaner as a second choice (do not use glass cleaner - ingredients can be too aggressive for polymer windows).
- ✓ Glass cleaner for glass window units.

### What NOT to use – they will damage your doors' surface irreparably!

- ✗ Abrasives or abrasive cleaners.
- ✗ Scrapers or razor blades.
- ✗ Scouring agents.
- ✗ Solvents.



### How to clean...

If your door has grit, sand, or other particles on its surface, start carefully by rinsing the door with a low pressure hose. This will help remove the worst of the particles that will scratch the surface of the door if you start cleaning with a cloth without rinsing first.

After an initial rinse, use a wet cloth and car shampoo to gently clean the door. Polymer glazing units can soil quickly and may need attention more frequently than the door surface. It may be sufficient to wash them clean but if they have already become discoloured, cleaning will not usually resolve the issue and replacement may be required. Finally rinse with flowing water.

If you power wash your nearby and splash dirt/grit onto the door - dirt/grit will become trapped between the edges of the door and frame when operating that will lead to surface marking/scuffs. Clean the door immediately, but not with the jet wash!

### Stainless steel...

Stainless steel handles and other elements using stainless steel should be cleaned in the same way as the door. A quality stainless-steel cleaner can be used to help remove more stubborn stains or limescale. Rinse all cleaner thoroughly away and dry.

### Salt and sand...

Coastal areas are very challenging for all elements of a building and the door is no exception – see the section titled “Will a coastal location affect my door?”.

## General maintenance...

### DuraPass Insulated and Uninsulated Side Hinged Doors

No less than once but ideally twice a year check that hinges are running smoothly and lubricate with a suitable non-silicon lubricant.



## 6. WILL A COASTAL LOCATION AFFECT MY DOOR?

### Yes...

The effects of salt and sand can travel many miles inland and, if left unchecked, will dramatically accelerate the deterioration and damage to the finish and all other surfaces, inside and outside, of a door. Salt and sand-laden air is incredibly caustic, and you must be realistic about the potential effect on your door. The need for rigorous cleaning is at a much higher frequency – at least monthly and definitely after any weather event, is essential. “But I’m several miles from the coast” – damp, salty air is no respecter of your protests and will quietly go about degrading your door at speed if you don’t clean regularly...

### Am I covered by warranty in a coastal location?...

Yes, for workmanship and material manufacturing defects, just like any other door. No, for doors that have defects and corrosion directly arising from salt and sand damage.

### How to limit the effects...

Follow the same steps as listed for general cleaning but at a greatly increased frequency, appropriate for your location. Add to the routine the cleaning of all inside metal surfaces with a light oil-soaked rag, this will add a layer of extra protection to any metals.



## 10. WHAT IS MY DOORS' WARRANTY AND WHAT MUST I DO TO MEET THE CONDITIONS OF THE DOORS' WARRANTY?

The warranty periods are as follows (coastal & extreme coastal exclusions apply):

### DuraPass Side Hinged Personnel Doors

- Residential Use                    2 years
- Non-Residential Use                1 year

**The terms and conditions should be read in full. Having read them it should be clear that if your door has been properly cleaned, maintained, serviced, used correctly, and has not experienced any damage or extreme conditions, whilst there may be some cosmetic changes over time to your door, it should provide safe and reliable operation for the full period of the warranty. If you have honoured the terms and conditions, which we believe to be fair and reasonable, Pass Door Systems will honour the warranty if you experience a qualifying issue.**

### Manufacturing defects

If, within the applicable warranty period, the Pass Door Systems door or parts are found to have manufacturing defects, upon inspection by authorised Pass Door Systems Limited personnel, Pass Door Systems Limited will, repair, repaint, or replace, at its option, the defective door, or parts.

Any charges for shipping, removal, installation, or other labour charges are the responsibility of the purchaser. Pass Door Systems Limited will be the sole judge of warranty claims.

At its discretion Pass Door Systems Limited may instruct the purchaser to return the defective door or part(s), prepaid, to the nearest Pass Door Systems Limited facility.

### General terms

The warranties are for single-family, first owner, residential installations of complete doors.

The warranties extend to installations in the United Kingdom and Ireland.

The warranties are only valid if the door has been installed by an approved Pass Door Systems' installation specialist.

The warranties are only valid if genuine Pass Door Systems' parts are used in any repairs or maintenance. The warranty period for replacement parts is 6 months or the balance of the original warranty period if greater.

Attempted repairs by non-qualified individuals shall invalidate this warranty.

You must care for, service and maintain your door as set out in this booklet and maintain suitable records. Failure to do so may invalidate any warranty claim.

Claims must be notified within a reasonable time after discovery of any defect. **Proof of purchase must be provided.**

### Immovable frame parts, seals, door components, hardware & locks:

If any door parts (excluding glass, frames, or inserts) are not functioning reliably, we will repair or replace them for the period stated in the warranty. These door parts include but are not limited to door hinges.

### Door panel

If your door panel perforates through from the weather side due to corrosion, we will repair or replace those panels for the period stated.

During your warranty period the colour of the door curtain may change due to weathering (UV radiation and/or coastal conditions...etc). This is considered normal and not covered by this warranty.

Due to weathering, the new panel will not exactly match the colour of the old.

Surfaces must be freely exposed to washing by rainfall and kept clear of accumulated dirt and debris and given equal exposure to local environmental conditions and consistent natural lighting conditions across the face of the door.

**Visual appearance:**

The quality check should be carried out in natural daylight, not direct sunlight whilst standing a distance of 3 metres from the door to view the overall appearance. From this distance the door should appear free from marks or distortions, stains, blemishes, indentations or scuffs.

At least 10% of the overall door surface area must be impacted. Chips, scratches, rubbing or scuffing, which result in cosmetic or surface corrosion, or natural fade or weathering of the finished surface are not covered in this warranty.

The corrosion of swarf filings or other air borne particles, rusting or staining of the panel is not considered panel rust.

**Exclusions. The warranties do not apply to:**

Damage or deterioration caused by accident, abuse or misuse.

Improper initial installation and subsequent operation.

Normal wear and tear on areas of contact during normal operation.

Improper storage, installation or handling.

Failure to provide reasonable and necessary maintenance.

Acts of God, fire, alterations and/or additions to door, or damage or discolouration from the effects of atmospheric conditions, including, but not limited to:

1. areas subject to high moisture or salt atmosphere (eg Coastal Regions - within 3 miles of the sea)
2. areas subject to fallout or exposure to caustic, abrasive or corrosive chemicals and substances, fumes, ash, cement, dust, animal waste, or foreign substances
3. flood water, areas subject to water runoff, or runoff from lead, copper, or galvanic metal flashing.

Whilst Pass Door Systems Limited's doors are durable and long lasting under normal conditions, this warranty does not extend to inherent defects in steel or other material used in the manufacturing process. The Manufacturer will, however, procure and assign to the customer the benefit of the warranty of the manufacturer of the steel or other materials.

In no circumstances shall Pass Door Systems Limited be liable in contract, tort, negligence, breach of statutory duty or otherwise howsoever, and whatever the cause thereof, for any increased costs or expenses, for any loss of profit, business, contracts, revenues, or anticipated savings, or for any special, indirect, or consequential damage of any nature whatsoever.

All other representations or warranties (whether written or oral, expressed, or implied by statute, common law, or otherwise howsoever) other than those set out above are hereby excluded.

**How to claim**

should you feel your product has not met the performance levels that are described in your Pass Door Systems warranty and within the conditions listed, this section informs you how to progress a legitimate claim.

To progress your claim under this warranty as efficiently and efficiently as possible, the following information will need to be provided:

1. Your, name, address, telephone number and e-mail address
2. Original invoice with date of purchase
3. Pass Door Systems Limited serial number (found on our label on the inside of the door)
4. Detailed description of the manufacturing defect

Pass Door Systems Limited will then assess your claim. This may require a representative from Pass Door Systems Limited to visit the product in-situ. We strongly recommend that you follow the instructions within this booklet on using, caring for and servicing and maintaining your door to ensure your claim is valid.

Please note that Pass Door Systems Limited maximum liability shall be the original purchase price inclusive of Value Added Tax at the rate prevailing when supplied.

**Call-out charges**

If the issue with your door is outside of the above and has been caused by user intervention or compromise to the installation environment, a call back charge will be applicable. Pass Door Systems applies a call out charge in the first instance, which is refunded if the issue is confirmed as a product performance warranty issue or an installation issue.

# 11. WHEN MY DOOR IS NOT NEW ANYMORE...



As with any product, as it is used and ages it will show signs of use. Door surfaces that make contact with other surfaces as the door operates are areas that will show wear as the product ages. It's just not new anymore...

## Thresholds and the opening

If the threshold or opening become degraded, uneven, or levels change after installation, the performance of weather sealing and operation of the door will be affected. This is not considered a warranty issue. If you start to see an issue with the opening or threshold, make sure it is remedied quickly to limit the effect on the performance of your door. It's just not new anymore, but you can ensure it keeps working with the right care!



# 12. WHAT TO DO IF I NEED ADVICE?

**Talk to Pass Door Systems.** We've been a significant and trusted brand for doors for over three decades. Advice is freely available on all aspects of choosing and using doors throughout its life. No hidden small print, just good, honest, BIG TRUTHFULL print guidance on what you can and can't expect from a Pass Door Systems door.



Pass Door Systems Limited, Wakehurst Ind. Est.,  
Ballymena, BT42 3AZ

Tel: 02825 446 930

Email: [info@passdoorsystems.com](mailto:info@passdoorsystems.com)

Web: [www.passdoorsystems.com](http://www.passdoorsystems.com)

Pass Door Systems operates a policy of continuous product development and reserves the right to alter specifications to product design features, product functionality, other product specifications and product manufacture without notification. All specifications are correct at time of publication, errors and omissions excepted. Date 04/24 Issue 1. Colours shown are for guide purposes only and are limited by the printing process.